

Competency Standard

UNIT TITLE: MAINTAIN TOURISM VEHICLES IN SAFE AND CLEAN OPERATIONAL CONDITION		NOMINAL HOURS: 100
UNIT NUMBER: D2.TTO.CL4.13		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to provide the scheduled service, basic repairs and cleaning services to vehicles		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Provide scheduled service to vehicles</p> <p>1.1 <i>Identify necessary minor servicing requirements for specific vehicles</i></p> <p>1.2 <i>Determine situations in which maintenance may need to be carried out</i></p> <p>1.3 <i>Undertake visual inspections of the vehicle</i></p> <p>1.4 <i>Check and adjust vehicle structure</i></p> <p>1.5 <i>Check and adjust lighting</i></p> <p>1.6 <i>Check and adjust vision-related items</i></p> <p>1.7 <i>Check and adjust entrances and exits</i></p> <p>1.8 <i>Check and adjust vehicle interior</i></p> <p>1.9 <i>Check and adjust brakes</i></p> <p>1.10 <i>Check and adjust steering</i></p> <p>1.11 <i>Check and adjust exhaust</i></p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment</p> <p>This unit applies to the scheduled maintenance, repair and cleanliness of vehicles used within the labour divisions of:</p> <p>1. Tour Operation</p> <p><i>Identify necessary minor servicing requirements may include:</i></p> <ul style="list-style-type: none"> • Researching manufacturer’s requirements in relation to routine servicing periods and items to be checked and serviced • Reading owner’s manual • Identifying internal vehicle service periods and requirements that may override stated manufacturer’s requirements 	

<p>1.12 <i>Check and adjust towing connections</i></p> <p>1.13 <i>Check and adjust miscellaneous items</i></p> <p>1.14 <i>Check and adjust load restraints</i></p> <p>1.15 <i>Check and replenish on-board emergency equipment and supplies, where necessary</i></p> <p>1.16 <i>Make arrangements for external service provision where requirements cannot be accommodated internally</i></p> <p>1.17 <i>Comply with mandated safety requirements while undertaking service</i></p> <p>Element 2: Diagnose minor vehicle faults</p> <p>2.1 <i>Identify minor faults</i></p> <p>2.2 <i>Determine cause of faults</i></p> <p>Element 3: Undertake minor repairs to vehicles</p> <p>3.1 <i>Remove, repair and/or refit vehicle components</i></p> <p>3.2 <i>Use correct tools and follow manufacturer's instructions</i></p> <p>3.3 <i>Make arrangements for external repair provision where requirements cannot be accommodated internally</i></p> <p>3.4 <i>Comply with mandated safety requirements while undertaking repairs</i></p> <p>Element 4: Complete documentation</p> <p>4.1 <i>Ensure vehicle inspection checklists are completed, dated, signed and filed</i></p>	<ul style="list-style-type: none"> • Identifying situations where service and/or vehicle checks are required regardless of distances travelled, including prior to use, following off-road travelling and after the operation of the vehicle in specified conditions such as water, mud and sand • Referring to documentation relating to previous servicing that has taken place • Talking with vehicle operators to identify items requiring attention • Identifying host country legislation that applies to the maintenance of commercial vehicles used for passenger transport. <p><i>Vehicles</i> will include any petrol or diesel commercial vehicle used by the employer to support the delivery of tours and/or transfers and may include:</p> <ul style="list-style-type: none"> • Cars • Four-wheel drives • Utilities • Light and heavy commercial vehicles • Combination vehicles. <p><i>Situations in which maintenance may need to be carried out</i> may include:</p> <ul style="list-style-type: none"> • Operations conducted at day or night • Typical weather conditions • In tight or confined spaces, exposed conditions, controlled or open environments • While in the depot, base or warehouse • While the vehicle is on the road/on tour • While at the client's workplace. <p><i>Undertake visual inspections</i> may relate to:</p> <ul style="list-style-type: none"> • Looking for signs of damage • Checking for missing parts
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<p>4.2 Complete internal documents to record provision of service and repairs</p> <p>4.3 Adhere to requirements in relation to the completion and maintenance of vehicle service and repair documentation</p> <p>Element 5: Clean vehicle interior</p> <p>5.1 Remove loose debris</p> <p>5.2 Clean floor</p> <p>5.3 Clean upholstery</p> <p>5.4 Clean door jambs and steps</p> <p>5.5 Clean interiors</p> <p>5.6 Clean windows and glass</p> <p>5.7 Clean steering wheel, dashboard, vehicle controls and consoles</p> <p>Element 6: Clean vehicle exterior</p> <p>6.1 Use pressure washer, where necessary</p> <p>6.2 Clean wheels</p> <p>6.3 Clean vehicle body panels and exterior components</p> <p>6.4 Clean windows and mirrors</p> <p>6.5 Polishing chrome and fittings</p> <p>6.6 Apply tire black</p>	<ul style="list-style-type: none"> • Identifying leaking fluids • Identifying projections from the vehicle • Noting defects and matters requiring attention • Taking immediate action to rectify problems • Checking condition of operator pedals, switches, knobs and other items required to operate or control the vehicle. <p><i>Check and adjust vehicle structure</i> may relate to:</p> <ul style="list-style-type: none"> • Panels and chassis • Vehicle stability and suspension • Roof racks, pack racks and other similar fittings. <p><i>Check and adjust lighting</i> may relate to:</p> <ul style="list-style-type: none"> • Headlights, front/rear fog lights, turning indicators and driving lights • Side marker lights • Brake lights • Reversing lights, including reversing warning device • Spotlights • Rear reflectors • Internal lights including roof and individual passenger lights, map-reading lights, boot and cargo compartment lights • Dashboard and instrument illumination • Warning lights.
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Check and adjust vision-related items may relate to:

- Glazing
- Sun visors
- Windscreen wipers and washing system
- Rear-view mirrors, including internal and external
- Condition of windscreen
- Demisters.

Check and adjust entrances and exits may relate to:

- Doors, including hinged, sliding and pneumatic
- Bonnet, boot, cargo holds and side/drop doors
- Entry steps, ramps and hoists
- Pneumatic supports used to keep doors, etc, open
- Emergency exits.

Check and adjust vehicle interior may relate to:

- Seats and seat anchorages
- Head restraints
- Aisles
- Seatbelts, restraints and anchor points
- Airbags
- Heating and ventilation
- Fire protection
- On-board signs and instructions

- Emergency passenger signals

- Audible warning devices

Check and adjust brakes may relate to:

- Travel of brake pedal
- Condition of braking system and components, including fluid level
- Parking brake and on-board secondary braking systems.

Check and adjust steering may relate to:

- Steering wheel, steering column, linkages and joints
- Power steering systems, including fluid levels
- Steering box or rack
- Steering arms and kingpins
- Suspension
- Mounting points.

Check and adjust exhaust may relate to:

- Internal fumes
- External smoke
- Noise.

Check and adjust towing connections may relate to:

- Tow bar and chains
- Fixed/jockey wheel
- Draw beam
- Electrical connections.

Check and adjust miscellaneous items may relate to:

- Engine, including topping up and changing engine oil
- Transmission, including automatic transmission fluid and gearbox oil levels
- Fuel system, including dual fuel systems and changing filters
- Electrical wiring
- Water, including levels in radiator, secondary supply reservoirs, windscreen washers, flushing of cooling system and addition of cooling system additives, where required
- Tires, including condition, pressures, on road tires, spare tires, checking on-board compressors and pumps and other items used to deflate and inflate tires
- On-board personal service facilities, including toilets, sinks, radio, television, tape systems and other items specific to individual types of vehicles
- On-board communication systems, including public address systems, global positioning system, two-way radios, Emergency Position Indicating Radio Beacon (EPIRB)
- Equipment for driving vehicle in specific conditions including wheel chains, studs and rails.

Check and adjust load restraints may relate to:

- Load anchorages
- Retention devices
- Cab guards, headboards, sideboards and tailboards
- Curtain systems
- Baggage and cargo restraints.

Make arrangements for external service provision may include:

- Contacting the authorised or preferred service provider
- Advising service provider of the nature of the fault, or repairs required
- Making a booking for the vehicle to be serviced
- Ensuring the vehicle is not used until the required service has been completed, where vehicle safety is of concern.

Mandated safety requirements will include:

- Compliance with legislated requirements in relation to occupational health and safety
- Compliance with external inspection requirements by authorised officers and inspectors.

Identify minor faults may include:

- Talking with vehicle operators to identify type and nature of fault, including symptoms and indicators, frequency and conditions under which fault occurs/presents
- Test driving vehicle to induce fault
- Running stationary vehicle to induce fault.

Determine cause of faults may include:

- Referring to service and operator manuals
- Seeking advice from manufacturer, including on-line advice, over the phone assistance and in person help
- Eliminating factors from the scenario causing the fault on a sequential and structured basis while continuing ongoing testing
- Referring to personal experience
- Loading vehicle onto jacks or hydraulic lift
- Using applicable sensory appraisal, including sight, feel, smell and hearing

- Monitoring on-board gauges and instruments
- Monitoring externally attached diagnostic equipment.

Vehicle components may include:

- Globes, reflectors and lenses
- Fan belt and other belts
- Fuses
- Spark plugs and glow plugs
- Mirrors
- Tires and tubes
- Coolant hoses.

Make arrangements for external repair provision may include:

- Contacting the authorised or preferred service provider
- Advising service provider of the nature of the repairs required
- Making a booking for the vehicle to be repaired
- Ensuring the vehicle is not used until the required repairs have been completed, where safety is a concern.

Complete internal documents may include:

- Describing service and repairs provided
- Updating future scheduled service times/dates
- Noting matters that will/may require attention at next service
- Costing items and labour involved in service and/or repair provision.

Requirements in relation to the completion and maintenance of vehicle service and repair documentation may include:

- Host enterprise requirements
- Legislated requirements
- Requirements imposed on the business by clients such as tour operators, venues and site operators who contract the use of vehicles
- Requirements imposed on the business by third parties such as insurers and auditors.

Remove loose debris may include:

- Picking up and removing rubbish and debris from inside the vehicle.

Clean floor may include:

- Vacuuming
- Stain removal from carpets
- Washing and drying rubber mats
- Using brushes to remove dirt.

Clean upholstery may include:

- Vacuuming
- Stain spotting
- Applying upholstery cleaner.

Clean door jambs and steps may include:

- Initial dirt removal, including water and detergent
- Wiping
- Using small brushes.

Clean interiors may include:

- Ceiling of vehicles, door interiors, seats, parcel and cargo/luggage areas
- Vacuuming
- Using cloths and proprietary cleaning agents
- Using water and detergent.

Clean windows and glass may include:

- Side windows
- Windscreens
- Mirrors
- Rear windows
- Television screens
- Glass in doors.

Clean steering wheel, dashboard, vehicle controls and consoles may include:

- Using cloths and proprietary cleaning agents
- Using water and detergent.

Use pressure washer may include:

- Pre-spraying
- Pressure water blasting
- Rinsing
- Ensuring removal of all dirt and mud from the underneath of vehicles, including wheel arches, wheels and chassis.

Clean vehicle body panels may include:

- Washing
- Rinsing
- Drying
- Waxing
- Polishing.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- The enterprise's policies and procedures in regard to vehicle maintenance and minor repairs, authorisation to engage the services of external service providers, staff and customer safety and record keeping
- Knowledge of host country legislated and other requirements in relation to the service and maintenance of commercial passenger vehicles
- Principles of diagnosing vehicle faults
- Ability to use basic repair and maintenance tools, equipment and techniques
- Ability to apply knowledge of standard/basic maintenance and repair procedures
- Knowledge of vehicle manufacturer's instructions, specifications and recommended procedures for maintenance, troubleshooting and repairs
- Knowledge of occupational health and safety requirements that apply when servicing and/or repairing vehicles.

Linkages To Other Units

- Carry out vehicle maintenance or minor repairs
- Implement occupational health and safety procedures
- Drive various types of service vehicles

- Establish and maintain safe touring conditions
- Drive large tour buses or coaches
- Manage operational risk
- Operate and maintain a 4-WD vehicle in safe working condition
- Manage legal requirements for business compliance.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of host enterprise policies and procedures in regard to vehicle maintenance and minor repairs, authorisation to engage the services of external service providers, staff and customer safety and record keeping
- Understanding of host country legislated obligations that apply to the maintenance, inspection and repair of commercial passenger vehicles
- Demonstrated ability to inspect and provide scheduled/routine service to a nominated vehicle type at a designated scheduled service interval
- Demonstrated ability to provide effective and compliant service to a nominated vehicle type following its operation under designated adverse conditions such as sand, mud, water or off-road
- Demonstrated ability to diagnose and provide effective and compliant repairs to at least three simulated, minor and unidentified faults on a nominated vehicle
- Demonstrated ability to clean the interior and exterior of a nominated vehicle.

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace application of vehicle maintenance, repair and cleaning skills.

Resource Implications

Training and assessment must include the use of real vehicles, real tools, real cleaning materials and agents, real resources and a range of vehicles requiring a range of maintenance, repair and cleaning services; and access to workplace standards, procedures, policies, guidelines, tools and equipment. Note: vehicle faults and problems may be simulated.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Observation of practical candidate performance
- Test runs of vehicles that have been serviced and/or repaired
- Visual inspection of vehicles prior to cleaning and after cleaning
- Portfolio of documents providing evidence of vehicle inspections, service and repairs
- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

	Key Competencies	Level	Examples
	Collecting, organising and analysing information	2	Check vehicles for faults and damage
	Communicating ideas and information	1	Notify specialists regarding service and repair requirements
	Planning and organising activities	1	Schedule vehicle servicing
	Working with others and in teams	1	Liaise with vehicle operators to assist in fault diagnosis and identification of service and repair needs
	Using mathematical ideas and techniques	1	Calculate quantities/volumes of fluids, air and other resources needed to service and repair vehicles
	Solving problems	2	Identify and diagnose faults; determine cleaning agents to use in spot removing
	Using technology	2	Use diagnostic equipment to determine faults